



Natixis

Complaints

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Stakeholders may register complaints in respect of any indices administered by Natixis with the Natixis' Index Calculation Agent: https://www.natixis.com/natixis/en/complaints-c_5088.html.

Complaints may relate to, among other things:

- (a) whether determinations made in respect of any index administered by Natixis and any Component are representative of market value;
- (b) modifications to the Index Rules of any index administered by Natixis;
- (c) the manner of application of the Index Rules in respect of a particular determination under an index administered by Natixis; and
- (d) any other decisions or matters in relation to the maintenance and calculation of any index administered by Natixis.

In respect of each complaint received by the Natixis' Index Calculation Agent, the complaints procedure shall be managed by Natixis personnel independent of those who may have been involved in the subject matter of such complaint.



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